



Jefferson County Child Support Agency 2011 Annual Report To The Jefferson County Board of Supervisors



Jefferson County Child Support Agency Mission Statement

The general purpose and mission of the Child Support Enforcement Program is derived from Title IV-D of the Social Security Act:

To Enhance the well-being of children by assuring that assistance in obtaining support, including financial and medical, is available to children through locating parents, establishing paternity, establishing support obligations, and monitoring and enforcing those obligations.

The Jefferson County Child Support Agency achieves the purpose of Title IV-D of the Social Security Act, the interest of Jefferson County, and the interests of the State of Wisconsin by striving to do the following:

Provide services in a fair, consistent and non-discriminatory manner.

Build relationships and partnerships with the courts, the community and ancillary service agencies to promote the purpose of our program.

Dedicate ourselves to a team effort that improves the health and well-being of the children who trust us to advocate with creativity and passion on their behalf.

Child Support Agency Program Summary

Under contract with the Department of Children and Families (DCF), the Jefferson County Child Support Agency provides services to establish paternity and establish and enforce child support and health insurance. Some of the specific services provided by the Agency:

- Establish paternity on behalf of children whose parents are not married to each other at the time of child's birth.
- Establish court orders requiring parents to pay child support and to provide health care coverage for their child (ren).
- Locate absent parents and assets as necessary to establish, enforce and collect child support and health insurance obligations.
- Enforce child support and health insurance orders. Take administrative, civil, interstate and criminal actions necessary to collect court ordered support.

2011 Program Funding

The Child Support Agency is funded with a combination of federal, state and county dollars. Federal administrative cost reimbursement is the principal funding for the Agency. The federal reimbursement rate

for administrative costs is 66%. In addition to the administrative cost reimbursement, the Agency also receives performance incentives based on performance measures. The performance incentives are partially contingent upon the Agency meeting these measures. In 2011, the Agency met all four performance measures, earning full performance incentive funding in the amount of \$139,352.00.

<u>Measure</u>	<u>Agency Target</u>	<u>FFY 2011 Agency Final</u>	<u>State FFY 2011 Final</u>
Court Order Establishment	80%	93.31%	84.78%
Paternity Establishment	90%	109.68%	101.38%
Current Support Collections	77.74%	79.01%	70.59%
Arrears Cases with Collections	567 (reduce cases w/o a collection below this number)	478	N/A

The Agency collects various costs and fees from case participants. A large percentage of costs and fees are collected through the federal and state tax intercept program.

<u>Other Revenue Sources</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Medical Support Liability (15% of birth expense collections)	\$27,448.74	\$27,710.00	\$24,691.00
Extradition Reimbursement	\$ 2,715.98	\$ 2,130.83	\$ 1,093.99
CS Program Fees (service fees, genetic test fees, BVS fee, payment record fees, application fees)	\$25,776.26	\$19,163.86	\$18,652.41
NIVD Fees (new fee in 2010)	N/A	\$ 1,610.00	\$ 2,380.00
	<u>\$55,940.98</u>	<u>\$50,614.69</u>	<u>\$46,817.40</u>

In addition to revenues received and retained by the Agency, the county received \$85,482.77 in direct reimbursement related to child support activities performed by other departments in the county. These departments are the Family Court Commissioner, the Sheriff's Department, the Clerk of Courts and the District Attorney's office.

2011 Program Services Highlights

- ❖ Agency successfully provided full services to 4,091 cases (I-VD), an increase of 152 cases since December 31, 2010 and provided partial services to an additional 1,126 (NIVD) cases.
- ❖ \$13,744,563.68 total collections for all Jefferson County cases (IV-D and NIVD); 4% increase in collections from 2010.
 - \$767,358.20 total collections from unemployment compensation compared to \$1,141,702.67 total collections from unemployment compensation in 2010 (32% decrease).
 - \$9,884,825.75 total collections from income assignment compared to \$9,332,032.49 total collections by income assignment in 2010 (6% increase).

- Other collection sources: Federal Tax intercept: \$530,104.95; State Tax intercept: \$179,104.30; Other State Child Support Agencies: \$424,945.66; Other Sources, i.e. payer paid, account seizure, etc, \$1,958,224.82.
- ❖ As of December 31, 2011, there were 1,092 fully enforceable administrative liens on the Wisconsin Administrative Lien Docket, representing \$6,917,797.55 in past due child support and other lien eligible debts.
 - \$39,075.12 collected in 2011 through license suspensions, vehicle lien releases, unclaimed funds, passport denials, pension lump sum seizures and bank account seizures
 - Total lien docket collections (2001-2011), \$695,646.33
- ❖ Customer Service Call Center provided customer service to 12,469 customers in 2011, a 6.6% increase in calls from 2010. The call center also provides translation services for the Agency which aids in reducing the interpreter costs for the agency
- ❖ Provided order establishment and enforcement services by scheduling and attending 1,970 court hearings (attended 1980 hearings in 2010) and 597 agency appointments (504 appointments in 2010; an 18% increase).
- ❖ Implemented new Vital Check in December 2011, allowing customers the option to pay the NIVD wage assignment fee by credit or debit card.

2012 Program Service Goals

- ❖ Use all available Agency resources to provide mandated services to Agency customers while striving to meet Agency performance measures to earn maximum Agency funding.
- ❖ Prepare for and adjust to the proposed 2012-2013 budget reductions to ensure continued and quality services to the customers of Jefferson County, as 2013 Agency Budget is prepared.
- ❖ Continue Agency transition to paperless filing system, moving forward with scanning all Agency files to save on storage space.
- ❖ Plan for and implement the new Child Support Payee Debit Card program scheduled for late 2012

Child Support Agency Staff

Stacey Jensen, Child Support Agency Director	Kathie Orval, Child Support Specialist
Carolyn Swart, Financial Specialist	Maria Maruna, Child Support Specialist
Sarana Stolar, Child Support Specialist	Jennifer Zink, Child Support Specialist
Dale Talamantes, Customer Service	Tammy Tomczak, Child Support Specialist
Laura Danielson, Legal Assistant II	*Thomas Antholine, Asst. Corporation Counsel
Humberto Guerrero, Legal Assistant II	*Robert Dehring, Asst. Corporation Counsel
JoAnn Wilson, Financial Specialist –Pt. time	

**Part of Corporation Counsel Organizational Chart*

Respectfully Submitted,

Stacey Jensen
Child Support Agency Director

